

and conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of its staff.

8 – Data storage

All data is held in the United Kingdom. The Osteopaths do not store personal data outside the EEA.

9 – Retention Policy

The Osteopaths will process personal data during the course of any treatment and will continue to store that information for many years for the establishment, exercise or defence of legal claims, or indeed to aid further treatment at a future date.

10 – Your rights as a data subject

At any point whilst The Osteopaths are in possession of, or processing your personal data, all data subjects have the following rights:

- . Right of access - you have the right to request a copy of the information that we hold about you.
- . Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- . Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- . Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- . Right of portability - you have the right to have the data we hold about you transferred to another organisation.
- . Right to object – you have the right to object to certain types of processing such as direct marketing.

In the event that The Osteopaths refuse your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge. At your request The Osteopaths can confirm what information it holds about you and how it is processed.

11 – You can request the following information:

- . Identity and the contact details of the person or organisation (The Osteopaths) that has determined how and why to process your data.
- . Contact details of the data protection officer, where applicable.
- . The purpose of the processing as well as the legal basis for processing.
- . If the processing is based on the legitimate interests of The Osteopaths and information about these interests.
- . The categories of personal data collected, stored and processed.
- . Recipient(s) or categories of recipients that the data is/will be disclosed to.
- . How long the data will be stored.
- . Details of your rights to correct, erasure, restrict or object to such processing.
- . Information of your right to withdraw consent at any time.
- . How to lodge a complaint with the supervisory authority (ICO)
- . Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and possible consequences of failing to provide such data.
- . The source of personal data if it wasn't collected directly from you.

12 – Complaints.

In the event that you wish to make a complaint about how your personal data is being processed by The Osteopaths you have the right to complain to us. If you do not get a response within 30 days, you can complain to the ICO.

The details for each of these contacts are:

Michael Davis, 28 Wootton Road, Abingdon, OX14 1JD. Telephone 01235 531021.
E.Mail abingdonosteopathy@outlook.com

ICO. Wycliffe House, Water Lane, Wilmslow, SK9 5AF. Tel: +44(0) 303 123 1113.
E.Mail <https://ico.org.uk/global/contact-us/email/>